Getting started guide
Turbo Stick

Novatel Wireless U998

Welcome

Thank you for purchasing a Turbo Stick from Bell. This Turbo Stick will enable you to connect to the Internet. This guide provides an overview of your new Turbo Stick and details on how to configure your computer for use with this Turbo Stick.

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Getting started

Before installing your Turbo Stick, please ensure you have the following:

- A Bell wireless account with a Mobile Internet plan. (If you don't have an account or a Mobile Internet plan, speak with a Bell account representative to get set up.)
- An active Bell SIM card.
- Your Mobile Directory Number (MDN), or phone number _____.

System Requirements

To install and operate your Turbo Stick, ensure your computer has the following system resources:

WINDOWS

Operating system	Microsoft® Windows XP (SP2, 32-bit only), Windows Vista™ (SP1-2, 32/64-bit) with 500 MHz Intel CPU, or Windows 7 (32/64-bit) with 1 GHz Intel CPU
Card slot	1 USB 1.1 or 2.0 port
COM ports	2 free COM ports
I/O Resources	1 IRQ, 4096 bytes of I/O space
Memory	128MB (XP), 512MB (Vista), or 1GB (7)
Disk space	50MB

MACINTOSH

Operating system	Macintosh OS 10.4.10 or later with 300 MHz Intel CPU
Card slot	1 USB 1.1 or 2.0 port
COM ports	N/A
I/O Resources	N/A
Memory	256MB
Disk space	15MB

Inserting your Bell SIM card

Your Turbo Stick requires an activated Bell SIM card to function. If the SIM card was not inserted at the time of purchase, please insert it now, as described below.

- Remove the cover by sliding it away from the USB connector.
- Insert the SIM card into the SIM card slot as shown, noting the location of the corner notch on the card.
- Push the SIM card completely into the slot, do not force it – the card should slide in firmly but easily.
- Replace the cover securely.

Preparing Your Computer for Installation

Mobile Connect from Bell is a software application that allows you to set up and manage your wireless connections over the Bell network.

Mobile Connect for Windows is preloaded onto your Turbo Stick and can be installed directly from it to your computer – no CD required.

Mobile Connect for Macintosh is available for download from www.bell.ca/mobileconnect

Before inserting your Turbo Stick into the computer:

1. If you are already using Mobile Connect or have it installed on the computer, you must uninstall the current version and restart before inserting your new Turbo Stick.
2. **Windows Vista Users**, ensure that "User Account Controls" (UAC) is disabled – check the Windows Vista help files for details on this feature found under "Help and Support" in the start menu.
3. Ensure that computer security software (antivirus and firewall programs) are set to allow software installation.
4. Ensure that you have Administrator Rights and the login user name and password before attempting to install – check your computer's help files for details on this feature.

Installing Mobile Connect for Windows

Insert your Turbo Stick into an available USB port on your computer. Do not forcibly insert your Turbo Stick as this may damage both the device and the port. Your Turbo Stick powers on when inserted, and your computer may beep.

Note: Your computer may display a security warning stating that Mobile Connect is not a trusted application. You may safely dismiss this warning and continue with the installation.

Installation should automatically begin. However, you may be prompted to install Mobile Connect. Select **Install/Run Mobile Connect**.

If the auto install fails to start, remove your Turbo Stick and use an alternate Internet connection to download and install the software from our website at bell.ca/mobileconnect before inserting your Turbo Stick, or you can manually install the software from your Turbo Stick by:

1. Selecting Start > Run > Browse...

2. Look in “My Computer” to find your Turbo Stick disk drive

3. Run the file “Mobile Connect”

Note: The drive letter assigned to your Turbo Stick by the computer’s operating system will be the next available drive letter (e:\, f:\, g:\, etc.).

Follow the InstallShield® Wizard, it will guide you through the process of installing the Mobile Connect application starting with the language selection.

Use the **Next** and **Back** buttons to navigate through the installation steps.

To continue the installation, you must read and accept the terms of the License Agreement.

The installation process may take several minutes to complete with no progress shown on the progress bar – **please be patient**.

Select **Finish** to complete the installation.

Once the installation is complete, you may need to restart your computer. If a restart is not required, Mobile Connect will launch automatically. If your computer restarts, launch Mobile Connect by double-clicking on the Mobile Connect icon.

Start-up

With your Turbo Stick inserted, double-click on the Mobile Connect icon from your desktop.

Mobile Connect will initialize, scan for your Turbo Stick, and the main program window will appear with “Bell high-speed network is available.” Click “Connect.”

IMPORTANT: Once a connection has been established, the application will open your web browser and load a predetermined URL. This is to demonstrate that Internet access is operating correctly. If you wish to disable this Auto Launch web browser feature or change the start page, you may do so prior to connecting by following these instructions:

- Go to Tools. Select Profiles. Profiles window will be displayed.
- Select Profile named “Bell high-speed network.” Click Edit.
- Select the “General” tab at the top of the window.
- Uncheck Auto Launch browser checkbox OR if you want a different web page to automatically launch, enter the desired web address in the text box.

For information on how to download the full Mobile Connect user manual or software updates, visit **bell.ca/mobileconnect**

For a complete copy of the “Getting Started Guide,” visit **bell.ca/deviceguides**

How much data do I need?

The chart below shows the approximate data usage for typical data transaction.*

LIGHT USER (up to 500MB)	MEDIUM USER (up to 1GB)	HEAVY USER (up to 3GB)	VERY HEAVY USER (up to 5GB)
12,800 emails with small attachments (40KB) OR	26,200 emails with small attachments (40KB) OR	78,600 emails with small attachments (40KB) OR	131,000 emails with small attachments (40KB) OR
1,000 emails with large attachments (500KB) OR	2,000 emails with large attachments (500KB) OR	6,200 emails with large attachments (500KB) OR	10,400 emails with large attachments (500KB) OR
5,100 web pages viewed OR	10,400 web pages viewed OR	30,400 web pages viewed OR	52,400 web pages viewed OR
500 picture downloads OR	1,000 picture downloads OR	3,000 picture downloads OR	5,100 picture downloads OR
4 hours streaming video OR	8 hours streaming video OR	25 hours streaming video OR	42 hours streaming video OR
125 song downloads	256 song downloads	768 song downloads	1,280 song downloads

* These examples are approximations only. Estimates are based on the following data-per-activity assumptions: 40KB/small attachment; 500KB/large attachment; 100KB/web viewed; 1MB/digital photo; 2MB/min. of streaming video; 4MB/song. Actual data usage can vary and it is your responsibility to track and monitor your own data usage.

Using your Turbo Stick

From the Mobile Connect main program window, you can establish a network connection and view the connection status. Some of the key indicators and buttons include:

Connect/Disconnect button	Connect or disconnect from the network.
Signal strength indicator	Graphically illustrated network signal status.
Status display	Indicates the availability of the network and status of current network connection.
Usage counters	An overview of the data you have transmitted and received.
Minimize button	Minimize Mobile Connect to the System Tray.
Roaming indicator	Notification that your network connection is with a Bell partner network (additional roaming charges will apply).
Menu Buttons	Buttons to access the Tools menu, SMS Messaging window, Wi-Fi Hotspot Finder, and Help menu.
Quick Buttons	Customize buttons to launch support programs.
Show Available Networks	Lists the Wi-Fi and High-Speed networks available for connection.

To connect to the Internet, click the **Connect** button on the Mobile Connect main program window. To disconnect, click the **Disconnect** button.

Check your SMS Messaging Window often for updates and information from Bell. (**Note:** Bell administrative SMS messages are free to receive. Additional charges may apply for other SMS messages sent or received. Visit www.bell.ca/text for more information.)

Installing Mobile Connect for Macintosh

Before inserting your Turbo Stick into the computer, use an alternate Internet connection to access www.bell.ca/mobileconnect and download the U998 Turbo Stick Mobile Connect software and user manual for Macintosh to your desktop.

1. Double-click the MobileConnect.dmg installation file to open the .dmg file from your desktop.
2. Drag the Mobile Connect icon to a suitable location on your hard drive. Double-click the Mobile Connect icon to launch the program.
3. Follow the step-by-step instructions to install the software drivers for the U998 Turbo Stick.
4. To continue the installation, you must read and click **Agree** to accept the terms of the License Agreement.

Software License Agreement
Software License Agreement
ATTENTION: THIS IS A LICENSE. NOT A SALE. THIS PRODUCT IS PROVIDED UNDER THE FOLLOWING LICENSE WHICH DEFINES WHAT YOU MAY DO WITH THE PRODUCT, AND CONTAINS LIMITATIONS ON WARRANTIES AND OR REMEDIES.
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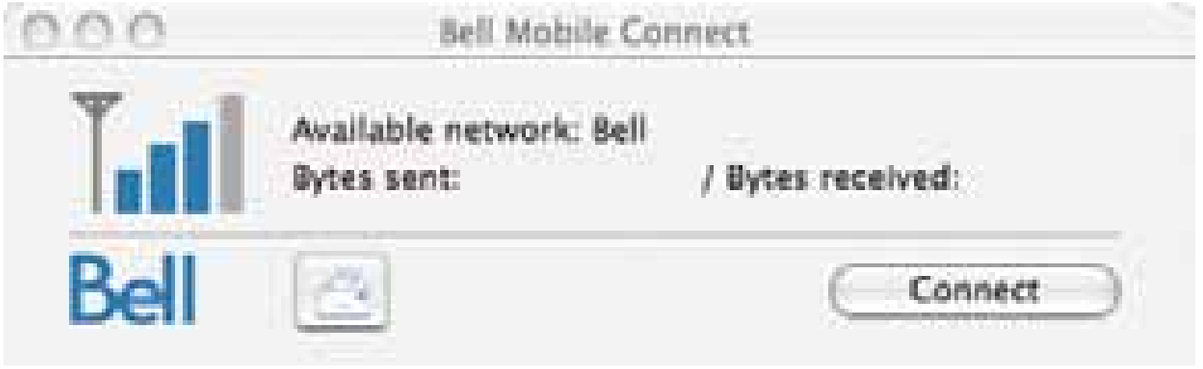
IMPORTANT: CAREFULLY READ THIS LICENSE AGREEMENT BEFORE INSTALLING THE PRODUCT.
By clicking on the "Agree" Button at the end of this License AGREEMENT you accept ALL OF its terms and conditions. IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENSE AGREEMENT, PROMPTLY DELETE THE SOFTWARE FROM YOUR COMPUTER SYSTEMS, DESTROY ANY COPIES YOU MADE OF THE SOFTWARE, AND DISPOSE OF ALL WRITTEN MATERIALS IN YOUR POSSESSIONS REGARDING THE SOFTWARE.
A. LICENSE: BELL MOBILITY INC. ("we" or "us") provides you with storage media containing a computer software program (the "Program"), along with installation instructions and operational documentation, (collectively the "Product") and grants you a terminable license to use the Product to allow the set up of a host device (laptop, PDA, etc.) to use a CDMA service and IS-2000 handsets or modems or IS-95A handsets (the
Disagree
Agree

5. You may need to enter your name and password, and restart your computer, during the installation process.

6. Double-click the Mobile Connect icon to continue after restarting.

7. Once the installation procedure is complete, you will be prompted to insert your Turbo Stick. Do not forcibly insert the device as this may damage both the device and the USB port. Mobile Connect will initialize, scan for your Turbo Stick, and the main program window will appear.

8. Once the main window appears, click “Connect”.



9. When Mobile Connect runs, it will check if your Turbo Stick and account have been activated on the Bell network. Your Turbo Stick must be activated and in an area with network coverage to operate on the Bell Mobility high-speed data network.

Hardware overview

LED – The LED provides connections status. Refer to “Troubleshooting” on page 17 for a detailed list of the colours and their defined states.

SIM card slot – Refer to “Inserting your Bell SIM card” on page 4.

Hinged USB Connector – Folds back to protect the USB connector while your Turbo Stick is not in use.

microSD card slot – The microSD card is under the cover.
(Card sold separately, maximum 32GB).

Your new Turbo Stick must be handled with care to ensure reliable operation. The following handling guidelines are recommended:

- Do not apply adhesive labels to your Turbo Stick; this may cause your Turbo Stick to overheat and may alter the performance of the antenna.

- Do not force the SIM card into the SIM card slot.
- The USB connector should plug easily into your computer's Type A USB port. Forcing your Turbo Stick into a port may damage the connector.
- Protect your Turbo Stick from liquids, dust and excessive heat.
- Store your Turbo Stick in a dry and clean environment when not in use.
- Do not apply force to the top or bottom of your Turbo Stick.
- Remove your Turbo Stick from the USB port before transporting your laptop.

Inserting and removing your Turbo Stick from your computer

Now that the Mobile Connect software is installed on your computer, your Turbo Stick can be inserted or removed at any time.

As an external device, your Turbo Stick is vulnerable to damage during transport. It is recommended that you remove and securely store your Turbo Stick when transporting your computer.

To insert your Turbo Stick:

1. Flip open the USB connector and insert your Turbo Stick into the USB port. Do not forcibly insert your Turbo Stick; this may damage both your Turbo Stick and the USB port.
2. Your computer may beep.
3. Start Mobile Connect from the desktop or from the **AutoPlay** prompt.
4. Your Turbo Stick powers on when inserted.

To remove your Turbo Stick:

1. Disconnect from the network and **Exit** or **Quit** Mobile Connect from the Tools menu.
2. Carefully remove your Turbo Stick from the USB port.
3. The computer may beep.

Using your Turbo Stick on another computer:

Your Turbo Stick can be used on multiple computers. Simply install the Mobile Connect software on each new computer you wish to use. Please note that data network usage is tied to your Turbo Stick itself and that usage between computers is cumulative and will be billed together.

Unblocking a SIM card

Some SIM cards will be provisioned with a Personal Identification Number (PIN) which locks user access to your Turbo Stick. When using a blocked SIM card, you may be asked to enter the PIN number.

Service providers frequently limit the number of incorrect PIN entry attempts. If you fail to enter a correct PIN within the number of permitted attempts, the SIM card may become blocked. You will see a warning message on your last attempt.

In the event that the card becomes blocked, you have the ability to re-enable the PIN mechanism by entering a Personal Unblocking Key (PUK). You will be prompted to enter a new PIN in combination with the PUK code to unblock and reset the PIN lock.

IMPORTANT: You will have a limited number of attempts to enter the correct PUK code. If you fail to enter the correct code within the allowed number of attempts, it will be necessary to replace the SIM card.

The PUK is available through eCare or by calling client care.

Troubleshooting

Below is a list of indicator lights and common error messages and possible solutions regarding the use of your Turbo Stick.

LED COLOUR			LED STATE	DESCRIPTION
Blue/ Green			Alternating:	Searching for service.
Green		GPRS/EDGE	Flashing: Solid:	GPRS/EDGE service is available. Connected to a network using GPRS/EDGE.
Blue		UMTS	Flashing: Solid:	UMTS service is available. Connected to a network using UMTS.
Violet		HSPA	Flashing: Solid:	HSPA service is available. Connected to a network using HSPA.
Yellow		HSPA+	Flashing: Solid:	HSPA+ service is available. Connected to a network using HSPA+.
Red		Error	Solid:	Device error. See the next page for details.

Troubleshooting (continued)

Below is a list of common error messages and possible solutions regarding the use of your Turbo Stick.

SYMPTOMS	SOLUTION
Intermittent connectivity and/or low throughput.	• Relocate the entire computer to a different area. Coverage maps are available at bell.ca/coverage
Bell does not show in the status display and/or The LED indicator on your Turbo Stick glows red.	• Service may not be available in your location. Relocate the computer to a different area. Coverage maps are available at bell.ca/coverage • The network may be unavailable due to maintenance. Try the connection again at a later time. • Your Turbo Stick may not be inserted properly. Remove and reinsert your Turbo Stick into the USB port. • Your computer may not have the correct hardware drivers for your Turbo Stick. Remove your Turbo Stick, uninstall the software, and reinstall.
When clicking Connect, the message “Your connection attempt to the network failed” is displayed.	• Service may not be available in your location. Relocate the computer to a different area. Coverage maps are available at bell.ca/coverage • The network may be unavailable due to maintenance. Try the connection again at a later time. • Your Turbo Stick may not be activated. First, remove your Turbo Stick, uninstall the software, and reinstall. If this does not resolve the problem, contact Bell Client Care.

Troubleshooting (continued)

Below is a list of common error messages and possible solutions regarding the use of your Turbo Stick.

SYMPTOMS	SOLUTION
The LED indicator on your Turbo Stick is not lit or is red.	• Your Turbo Stick may not be inserted properly. Remove and firmly reinsert your Turbo Stick into the USB port. • The SIM card may be missing or incorrectly inserted. Remove your Turbo Stick and SIM card and carefully reinsert. • Your computer may not have the correct hardware drivers for your Turbo Stick. Remove your Turbo Stick, uninstall the software, and reinstall.
Before contacting Bell Client Care:	• Shut down your computer and remove your Turbo Stick. • Restart the computer and reinsert your Turbo Stick after startup is complete. • If the above actions do not resolve this problem, contact Bell Client Care.

Regulatory Information

This device has been tested to and conforms to the essential regulatory requirements of the European Union R&TTE directive 1999/5/EC and has attained CE Marking.

Federal Communications Commission Notice (FCC United States)

This equipment has been tested to, and found to be within the acceptable limits for a Class B digital device, pursuant to part 15 of the FCC Rules and Industry Canada ICES-003. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment.

This equipment generates radio frequency energy and is designed for use in accordance with the manufacturer's user manual. However, there is no guarantee that interference will not occur in any particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Consult the dealer or an experienced radio/television technician for help.

This device complies with Part 15 of the Federal Communications Commission (FCC) Rules and Industry Canada ICES-003. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

WARNING: DO NOT ATTEMPT TO SERVICE THE WIRELESS COMMUNICATION DEVICE YOURSELF. SUCH ACTION MAY VOID THE WARRANTY. THE OVATION DEVICE IS FACTORY TUNED. NO CUSTOMER CALIBRATION OR TUNING IS REQUIRED. CONTACT YOUR SERVICE PROVIDER FOR INFORMATION ABOUT SERVICING YOUR WIRELESS COMMUNICATION DEVICE.

NOTE: The Radio Frequency (RF) emitter installed in your modem must not be located or operated in conjunction with any other antenna or transmitter, unless specifically authorized by Novatel Wireless Technologies.

MODIFICATIONS: Any changes or modication not expressly approved by Novatel Wireless, Inc. could void the user's authority to operate this equipment.

The FCC has granted an Equipment Authorization for this wireless modem with all reported SAR levels evaluated as in compliance with the FCC RF exposure guidelines.

FCC Equipment Authorization ID: NBZNRM-MC998D

In order to comply with FCC RF exposure requirements, the device must be installed so that a minimum separation distance of 0.5 cm (0.2") is maintained between the antenna and all persons during ordinary operating condition.

Safety Notices
Do not operate your Ovation MC998D in any area where medical equipment, life support equipment, or near any equipment that may be susceptible to any form of radio interference. In such areas, the host communications device must be turned on. The MC998D may transmit signals that could interfere with this equipment.

On an aircraft, either on the ground or airborne
In addition to FAA requirements, many airline regulations state that you must suspend wireless operations before boarding an airplane. Please ensure that the host device is turned o and your Ovation MC998D is removed from the USB port prior to boarding aircraft in order to comply with these regulations. Ovation MC998D can transmit signals that could interfere with various onboard systems and controls.

While operating a vehicle
The driver or operator of any vehicle should not operate a wireless data device while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some countries, operating such communications devices while in control of a vehicle is an offense.

Note: Please consult the User Guide for complete regulatory and safety information, available at **www.novatelwireless.com**

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PER-KILOBYTE DATA TRANSPORT CHARGES USING YOUR HANDHELD DEVICE FOR "TETHERED" DATA TRANSMISSION (E.G. USING YOUR DEVICE AS A MODEM FOR YOUR PC), INCLUDING TO DOWNLOAD APPLICATIONS OR CONTENT, OR FOR GAMING, WILL RESULT IN PER-KILOBYTE DATA TRANSPORT CHARGES AT BELL MOBILITY'S THEN CURRENT RATES.

You will be charged for data transmissions from or to your PC or other device through your Bell Mobility handheld device. Data transmissions include automated security updates to your PC, Internet gaming, sending and receiving emails including attachments, and downloading music or other content. If you subscribe to a data plan, you will be charged additional per-kilobyte rates as set out in the plan, for any data transport usage in excess of the data transport included in the monthly data plan fee.

Data roaming charges may also apply if you are transmitting data through your device on one of Bell Mobility's roaming partners' networks.

Note to subscribers of Bell Mobility's Unlimited Mobile Browser™: In tethering your Bell Mobility handheld device to your PC or other device, data transmission does NOT occur through the Unlimited Mobile Browser. You will be charged for data transport usage in addition to the monthly charge for the browser.

We encourage you to minimize these charges by subscribing to an appropriate price plan or feature. **Visit www.bell.ca or call 1-888-4-MOBILE** to subscribe. Be sure to check the Connection Details and Session Log in Mobile Connect to keep track of your data usage.

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System requirements for laptops: Microsoft Windows XP Home or Professional (SP 1-3) or Vista (SPI, 32/64-bit) with 500MHz Intel CPU, or Windows 7 (32/64-bit) with 1 GHz Intel CPU, 1 USB 1.1 or 2.0 port, 2 free COM ports; I/O resources: 1 IRQ, 4096 bytes of I/O space, memory: 128 MB (XP) or 512 MB (Vista) or 1 GB (7) and disk space: 50 MB. Macintosh OS 10.4.10 or later with 300MHz Intel CPU, 1 USB 1.1 or 2.0 port, memory: 256MB and disk space: 15MB.

You may also contact Bell Wireless Data Support at:
1 877 DATA-123 (1 877 328-2123)